

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:4152
ANSWERED ON:20.08.2001
COMPUTERISED CUSTOMER CARE CENTRE
SURESH RAMRAO JADHAV (PATIL)

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government propose to set up computerised customer care centres at all the District Headquarters/Divisional Headquarters of the Department of Posts;
- (b) if so, the number of such centres set up during the last three years, State-wise and year-wise; and
- (c) the time by which the computerised customer care centres are likely to be set up at the remaining District Headquarters?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

- (a) Yes, Sir. It is proposed to set up computerised customer care centres at all the Divisional Headquarters.
- (b) The project of setting up of computerised customer care centres initially started in the year 1997-98 and till the end of the year 2000-2001, the following number of customer care centres have been set up. The circle-wise and year-wise details of such installation is given in Annexure.

Year	Number of Computerised customer care centres set up
1997-1998	67
1998-1999	60
1999-2000	55
2000-2001	22

- (c) This project is likely to be completed within the next Five Year Plan period (2002-2007) subject to the availability of funds.